Review Month 7/2011

AAA Branches

| Cases Review  | 15 |         |
|---------------|----|---------|
| Correct Cases | 15 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |
|------------------------|-------|----------|--------|
|                        |       | reviewed | total  |
| Counts by Error Reason | Total | cases    | errors |

|                                |        | % of     |
|--------------------------------|--------|----------|
|                                |        | reviewed |
| <b>Counts by Error Element</b> | Errors | cases    |

Review Month 7/2011

### AAA Branches

| Cases Revie   | 25 |        |
|---------------|----|--------|
| Correct Cases | 23 | 92.00% |
| Error Cases   | 2  | 8.00%  |

| Counts by Error Reason  |           |                     | Total | % of reviewed cases | % of<br>total<br>errors |
|-------------------------|-----------|---------------------|-------|---------------------|-------------------------|
| C REPORTED INFORMATION  | NOT ACTED | UPON                | 1     | 4.00%               | 50.00%                  |
| G INFORMATION DISCOVERE | D THROUGH | H WQY2/             | 1     | 4.00%               | 50.00%                  |
| Counts by Error Element | Errors    | % of reviewed cases |       |                     |                         |
| UNEARNED INCOME         | 2         | 8.00%               |       |                     |                         |

Review Month 7/2011

#### AAA Branches

| $\Lambda$ $\Lambda$ $\Lambda$ | Cascades | Wost  |
|-------------------------------|----------|-------|
| AAA                           | Cascades | vvest |

| Cases Revie   | 40 |        |
|---------------|----|--------|
| Correct Cases | 38 | 95.00% |
| Error Cases   | 2  | 5.00%  |

| Counts by Error Reason                     | Total | % of reviewed cases | % of<br>total<br>errors |
|--|-------|---------------------|-------------------------|
| C REPORTED INFORMATION NOT ACTED UPON      | 1     | 2.50%               | 50.00%                  |
| G INFORMATION DISCOVERED THROUGH WQY2/W204 | 1     | 2.50%               | 50.00%                  |

| Counts by Error Element | Errors | % of reviewed cases |  |
|-------------------------|--------|---------------------|--|
| UNEARNED INCOME         | 2      | 5.00%               |  |

### AAA Branches

| Cases Revie   | 45 |        |
|---------------|----|--------|
| Correct Cases | 42 | 93.33% |
| Error Cases   | 3  | 6.67%  |

| _ | Counts by Error Reason  |        | J                   | Total | % of reviewed cases | % of<br>total<br>errors |
|---|-------------------------|--------|---------------------|-------|---------------------|-------------------------|
| A | VERIFICATION MISSING    |        |                     | 1     | 2.22%               | 33.33%                  |
| D | POLICY INCORRECTLY APP  | LIED   |                     | 1     | 2.22%               | 33.33%                  |
| I | INCORRECT CALCULATION   | IS     |                     | 1     | 2.22%               | 33.33%                  |
| ( | Counts by Error Element | Errors | % of reviewed cases |       |                     |                         |
| U | NEARNED INCOME          | 3      | 6.67%               |       |                     |                         |

### AAA Branches

| Cases Revie   | 14 |        |
|---------------|----|--------|
| Correct Cases | 13 | 92.86% |
| Error Cases   | 1  | 7.14%  |

| Counts by Error Reason   |        |                     | Total | % of reviewed cases | % of<br>d total<br>errors |
|--------------------------|--------|---------------------|-------|---------------------|---------------------------|
| D POLICY INCORRECTLY APP | PLIED  |                     | 1     | 7.14%               | 100.00%                   |
| Counts by Error Element  | Errors | % of reviewed cases |       |                     |                           |
| UNEARNED INCOME          | 1      | 7 14%               |       |                     |                           |

Review Month 7/2011

### AAA Branches

|  | AA | A | Lan | e |
|--|----|---|-----|---|
|--|----|---|-----|---|

| Cases Revie   | 59 |        |
|---------------|----|--------|
| Correct Cases | 55 | 93.22% |
| Error Cases   | 4  | 6.78%  |

|                               |       | 0/ - 6              | 0/ 6                    |
|-------------------------------|-------|---------------------|-------------------------|
| <b>Counts by Error Reason</b> | Total | % of reviewed cases | % of<br>total<br>errors |
| A VERIFICATION MISSING        | 1     | 1.69%               | 25.00%                  |
| D POLICY INCORRECTLY APPLIED  | 2     | 3.39%               | 50.00%                  |
| I INCORRECT CALCULATIONS      | 1     | 1.69%               | 25.00%                  |

| Counts by Error Element | Errors | % of reviewed cases |
|-------------------------|--------|---------------------|
| UNEARNED INCOME         | 4      | 6.78%               |

Review Month 7/2011

### AAA Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 20  | 80.00% |
| Error Cases   | 5   | 20.00% |

|   |                                      | 7D 4 1 | % of reviewed |        |
|---|--------------------------------------|--------|---------------|--------|
| _ | Counts by Error Reason               | Total  | cases         | errors |
| A | VERIFICATION MISSING                 | 1      | 4.00%         | 20.00% |
| В | INCOMPLETE/INACCURATE NARRATION      | 1      | 4.00%         | 20.00% |
| G | INFORMATION DISCOVERED THROUGH WQY2/ | 1      | 4.00%         | 20.00% |
| I | INCORRECT CALCULATIONS               | 2      | 8.00%         | 40.00% |

| Counts by Error Element | Errors | % of reviewed cases |   |
|-------------------------|--------|---------------------|---|
| EARNED INCOME           | 2      | 8.00%               | _ |
| HOUSEHOLD COMPOSITION   | 1      | 4.00%               |   |
| UNEARNED INCOME         | 2      | 8.00%               |   |

### AAA Branches

| Cases Revie   | 25 |        |
|---------------|----|--------|
| Correct Cases | 24 | 96.00% |
| Error Cases   | 1  | 4.00%  |

| Counts by Error Reason                             | Total | % of<br>reviewed<br>cases | % of<br>l total<br>errors |
|--|-------|---------------------------|---------------------------|
| D POLICY INCORRECTLY APPLIED                       | 1     | 4.00%                     | 100.00%                   |
| Counts by Error Element Errors % of reviewed cases | l     |                           |                           |
| HOUSEHOLD COMPOSITION 1 4.00%                      |       |                           |                           |

#### AAA Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 22  | 88.00% |
| Error Cases   | 3   | 12.00% |

| Counts by Error Reason   |           |                     | Total | % of reviewed cases | % of<br>l total<br>errors |
|--------------------------|-----------|---------------------|-------|---------------------|---------------------------|
| D POLICY INCORRECTLY APP | PLIED     |                     | 1     | 4.00%               | 33.33%                    |
| G INFORMATION DISCOVERE  | D THROUGI | H WQY2/             | 1     | 4.00%               | 33.33%                    |
| J DATA ENTRY ERROR       |           |                     | 1     | 4.00%               | 33.33%                    |
| Counts by Error Element  | Errors    | % of reviewed cases |       |                     |                           |
| UNEARNED INCOME          | 3         | 12.00%              |       |                     |                           |

#### AAA Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 23  | 92.00% |
| Error Cases   | 2   | 8.00%  |

| Counts by Error Reason  |        |                     | Total | % of reviewed cases | % of<br>d total<br>errors |
|-------------------------|--------|---------------------|-------|---------------------|---------------------------|
| J DATA ENTRY ERROR      |        |                     | 2     | 8.00%               | 100.00%                   |
| Counts by Error Element | Errors | % of reviewed cases |       |                     |                           |
| UNEARNED INCOME         | 2      | 8.00%               |       |                     |                           |

Review Month 7/2011

### AAA Branches

| Cases Revie   | wed | 25     |
|---------------|-----|--------|
| Correct Cases | 22  | 88.00% |
| Error Cases   | 3   | 12.00% |

| _ | Counts by Error Reason          | Total | % of reviewed cases | % of<br>total<br>errors |
|---|---------------------------------|-------|---------------------|-------------------------|
| A | VERIFICATION MISSING            | 1     | 4.00%               | 33.33%                  |
| В | INCOMPLETE/INACCURATE NARRATION | 1     | 4.00%               | 33.33%                  |
| I | INCORRECT CALCULATIONS          | 1     | 4.00%               | 33.33%                  |

| Counts by Error Element | Errors | reviewed cases |  |
|-------------------------|--------|----------------|--|
| EARNED INCOME           | 1      | 4.00%          |  |
| UNEARNED INCOME         | 2      | 8.00%          |  |

Review Month 7/2011

### AAA Branches

#### **AAA Multnomah**

| Cases Reviewed |     | 125    |
|----------------|-----|--------|
| Correct Cases  | 111 | 88.80% |
| Error Cases    | 14  | 11.20% |

|                             |                   |       | 0.4                 |                         |
|-----------------------------|-------------------|-------|---------------------|-------------------------|
| Counts by Error Reason      |                   | Total | % of reviewed cases | % of<br>total<br>errors |
| A VERIFICATION MISSING      |                   | 2     | 1.60%               | 14.29%                  |
| B INCOMPLETE/INACCURATE NA  | ARRATION          | 2     | 1.60%               | 14.29%                  |
| D POLICY INCORRECTLY APPLIE | ED                | 2     | 1.60%               | 14.29%                  |
| G INFORMATION DISCOVERED T  | THROUGH WQY2/W204 | 2     | 1.60%               | 14.29%                  |
| I INCORRECT CALCULATIONS    |                   | 3     | 2.40%               | 21.43%                  |
| J DATA ENTRY ERROR          |                   | 3     | 2.40%               | 21.43%                  |

| Counts by Error Element | Errors | % of<br>reviewed<br>cases |  |
|-------------------------|--------|---------------------------|--|
| EARNED INCOME           | 3      | 2.40%                     |  |
| HOUSEHOLD COMPOSITION   | 2      | 1.60%                     |  |
| UNEARNED INCOME         | 9      | 7.20%                     |  |

Review Month 7/2011

AAA Branches

| Cases Review  | 15 |         |
|---------------|----|---------|
| Correct Cases | 15 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |  |
|------------------------|-------|----------|--------|--|
|                        |       | reviewed | total  |  |
| Counts by Error Reason | Total | cases    | errors |  |

|                                |        | % of     |
|--------------------------------|--------|----------|
|                                |        | reviewed |
| <b>Counts by Error Element</b> | Errors | cases    |

Review Month 7/2011

AAA Branches

| Cases Revie   | 15 |         |
|---------------|----|---------|
| Correct Cases | 15 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |  |
|------------------------|-------|----------|--------|--|
|                        |       | reviewed | total  |  |
| Counts by Error Reason | Total | cases    | errors |  |

|                                |        | % of     |
|--------------------------------|--------|----------|
|                                |        | reviewed |
| <b>Counts by Error Element</b> | Errors | cases    |

#### AAA Branches

| Cases Revie   | 15 |        |
|---------------|----|--------|
| Correct Cases | 14 | 93.33% |
| Error Cases   | 1  | 6.67%  |

| Counts by Error Reason  |           | Total               | % of reviewed cases | % of<br>d total<br>errors |         |
|-------------------------|-----------|---------------------|---------------------|---------------------------|---------|
| G INFORMATION DISCOVERE | D THROUGH | H WQY2/             | 1                   | 6.67%                     | 100.00% |
| Counts by Error Element | Errors    | % of reviewed cases |                     |                           |         |
| UNEARNED INCOME         | 1         | 6.67%               |                     |                           |         |

Review Month 7/2011

AAA Branches

| Cases Review  | 15 |         |
|---------------|----|---------|
| Correct Cases | 15 | 100.00% |
| Error Cases   | 0  | 0.00%   |

|                        |       | % of     | % of   |
|------------------------|-------|----------|--------|
|                        |       | reviewed | total  |
| Counts by Error Reason | Total | cases    | errors |

|                                |        | % of     |
|--------------------------------|--------|----------|
|                                |        | reviewed |
| <b>Counts by Error Element</b> | Errors | cases    |

Review Month 7/2011

AAA Branches

3617

| Cases Reviewed |    | 16      |
|----------------|----|---------|
| Correct Cases  | 16 | 100.00% |
| Error Cases    | 0  | 0.00%   |

Counts by Error Reason% of reviewed total cases% of reviewed errors

Counts by Error Element Errors % of reviewed cases

#### AAA Branches

| A A                    | • | TA.T |     | 41 |   |     |
|------------------------|---|------|-----|----|---|-----|
| $\mathbf{A}\mathbf{A}$ | A | N    | ori | th | W | est |

| Cases Revie   | 76 |        |
|---------------|----|--------|
| Correct Cases | 75 | 98.68% |
| Error Cases   | 1  | 1.32%  |

| Counts by Error Reason                     | Total | % of reviewed cases | % of<br>total<br>errors |
|--|-------|---------------------|-------------------------|
| G INFORMATION DISCOVERED THROUGH WQY2/W204 | 1     | 1.32%               | 100.00%                 |

|                                |               | % of reviewed |  |
|--------------------------------|---------------|---------------|--|
| <b>Counts by Error Element</b> | <b>Errors</b> | cases         |  |
| UNEARNED INCOME                | 1             | 1.32%         |  |